



Office of Information Technology Services

Service Level Agreement

Managed Desktop Service



Managed Desktop Service

Service Description

Information Technology Services (ITS) offers Managed Desktop Services to provide consistent and reliable end user computing capabilities supporting their core business activities. Options available to customers include the following service components:

Traditional Managed Desktop Services

- Level 1 support via the ITS Service Desk
- Level 2 and 3 support via dedicated technical staff
- Full Service and Asset Lifecycle Management
- Procurement of standard hardware and software
- Installation and configuration services for standard hardware and software
- Retirement/refresh of assets

Services and support not specifically listed as part of the standard services in the Service Catalog, as well as special or high volume projects, are subject to additional charges as these are defined as "Value Added Services." Customers will be provided "MAC" (Move, Add and Change) quotes for such services and must agree to pay the quoted costs prior to services being rendered.

Service Commitments

The general areas of support (such as Incident and Change Management) applicable to every ITS Service, are specified in the ITS Global Service Levels document.

Standard Support Hours

- For Critical and High Priority Incident Tickets, support is available 24 X 7
- For Non-critical and High Priority Incidents, Service Desk Support and Remote Desktop support is available from 7:00 a.m. to 6:00 p.m. Monday through Friday, excluding State Holidays
- Limited on-site support for Service Requests or Incidents that cannot be resolved remotely is available from 8:00 a.m. to 5:00 p.m. Monday through Friday, excluding State Holidays

Service Specific Maintenance Windows

- Maintenance Windows for the ITS Traditional Managed Desktop Service shall include Normal Weekdays (Monday -Friday) from 8:00 a.m. to 5:00 p.m. for activities such as Security Patch Deployment, system enhancements and some system upgrades/updates.



ITS Responsibilities

General

- Provide Services and Support as defined for the Traditional Managed Desktop Service
- Provide full lifecycle management of Managed PCs including:
 - Procurement of standard hardware and software (from Statewide Bulk Buy contract)
 - Installation and configuration services for standard hardware and software
 - Deployment of standard hardware and Category 1 software
 - Category 1 software includes:
 - Microsoft Windows (Operating System)
 - Internet Explorer
 - Microsoft Office
 - Java
 - Adobe Flash Player
 - Adobe Reader
 - McAfee Endpoint Security (Antivirus, Firewall, IPS, Laptop Disk Encryption)
 - Microsoft System Center Configuration Manager Client
 - VPN Client (Laptop)
 - VNC Remote Control Client
 - Retirement/refresh of assets
- Security management and compliance to statewide standards including the management of AV, Local Firewall, and (for laptops) end point Encryption
- Provide quotes for all value-add services, support and other activities requested by customers in support of their End User computing needs.
- Response to requests for Service within specified or reasonable time frames
- Response and resolution to incidents as defined in the prioritization model listed in the Global Service Levels document

Customer Responsibilities

General

- Contact the ITS Service Desk regarding end users' incidents and service requests and provide an accurate description, including any error messages
- Allow ITS full access to managed equipment (remote, physical, and logical)



- Adhere to Statewide Security Standards pertaining to computing platforms and data
- Ensure users adhere to Statewide Policies pertaining to the proper use and management of assets (Computing Platforms) assigned to them
- Adhere to ITS Application Ownership and Support Model
- Train end users in the proper use of personal productivity and business applications
- Maintain printers and scanners and other peripherals
- Provide license and media for Category 2 and 3 software
- Acquire and replace consumable items as necessary
- Promptly approve all quotes for value-add services, support and other activities
- Review monthly invoices and desktop assets for accuracy; work with ITS to resolve any issues identified

Provisioning

All requests for new hardware, software, or computing platforms must be made via the ITS Service Desk. Requests should include the following information:

- User name and specific location
- Business unit contact (approver)
- Application owner contact
- Required date of delivery
- Bill Codes
- Specific instructions per type of request (what, when, where, who, etc.)

Required Lead Times following authorized agency approvals:

- New user setup (standard hardware) – 10 business days
- Standard software install/remove – 5 business days
- Standard hardware MACs – 5 business days

Service Level Agreement Scope

This agreement specifies only the standard operational service commitments and responsibilities of ITS and its customers. Customer-specific deviations from these commitments and responsibilities will be specified in an accompanying Memorandum of Understanding. Service rates are outside the scope of this agreement and are specified in financial documents.



Signatures of Approval and Agreement Date

Customer Signatures

Agency Head or Designee:

Name	Title	Signature	Date

Agency Chief Financial Officer:

Name	Title	Signature	Date

ITS Signature

State Chief Information Officer:

Name	Title	Signature	Date
Chris Estes	State CIO		